

# GUESS

If something isn't right, we totally understand. In addition to your statutory rights, we have a hassle-free returns policy for online orders.

## ONLINE ORDERS

You can return any full price or reduced merchandise that is unworn and in its original condition to GUESS online or any GUESS stand alone store within 30 days of purchase.

Returning to	Can I get a full refund?	Can I get an exchange?
Online	Yes	No
In-store	Yes, credit card purchases only	Yes

## RETURN OPTIONS



- Available at 100's of local stores, open 7 days a week until late.
- Between \$6.95 and \$8.95 depending on location.
- Simply go to <https://parcelpoint.com.au/guess> and follow the prompts.



- Australia's widest delivery network.
- \$9.89 flat rate from anywhere in Australia.
- Simply go to <https://returns.auspost.com.au/guess-online> and follow the prompts.

If you would like to return your items via a different carrier, simply send the item(s) in their original packaging, along with this form and your original invoice to:

GUESS Returns  
C/O Williams Fashion Logistics  
69-73 Gow Street  
Padstow, NSW  
2211, Australia

To help us process this as quickly as possible, please complete the following fields:

Invoice number \_\_\_\_\_ Email Address \_\_\_\_\_

Name \_\_\_\_\_ Contact Number \_\_\_\_\_

QTY	Product Code	Reason Code

1. Isn't the right fit
2. Not pictured as described
3. Ordered more than one
4. Doesn't suit me
5. Faulty

Please allow 3 days from the day your return is received for your account to be credited.

Your refund will be credited to your original payment method. Customers will be responsible for shipping and handling charges.

\*All change of mind returns require proof of purchase and product to be in original condition. GUESS kids and GUESS by Marciano items purchased online can only be returned to the online store. For full terms and conditions please visit <https://shop.guess.net.au/help/returns/>